APPENDICES

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodologies
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

These Appendices are an integral part of the Guidelines. However, in the event of an irreconcilable conflict between an Appendix and a Metric, the Metric shall prevail. In the even of an irreconcilable conflict between an Appendix and the Glossary, the Glossary shall prevail.

Specials and Trunk Maintenance Code Descriptions

Trunk Maintenance:

Included are Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Verizon central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics.

Specials Services Maintenance:

Included are Special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for Special Access circuits provided under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customer's location) or in the Central Office (the trouble was found within the Verizon central office), and Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes. Subsequent calls on the same trouble are not included in these metrics. Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff service.

SORD Code Tables: (Service Order Database Codes)

ORDER TYPE:

Defines what type of service is requested:

N	New Service.
T	The "To" portion when a customer moves From one address **T**o another address.
C	Change request to existing service (add or remove features/services).
F	The “From” portion when a customer Moves **F**rom one address To another address.
D	Total disconnect of service.
R	Record change.

Appointment Type Code (ATC):

This code identifies how the appointment date was derived:

W	The customer accepted Verizon's offered due date.
X	The customer requested a due date that was later than Verizon's offered due date.
S	The customer requested a due date that was earlier than Verizon’s offered due date.
M	The customer requested a due date that was earlier than Verizon’s offered due date because of a Medical emergency.
R	A due date could not be applied due to Verizon or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on Verizon initiated orders that are customer affecting, but not requested by the customer.
Z	Used on Verizon initiated orders that are not customer affecting.

Missed Appointment Code (MAC):

When the original scheduled due date is missed, a code is applied to the order to identify the reason for the miss.

Customer Missed Appointment:

SA	Access could not be obtained to the customer’s premises (customer not at home).
SR	Customer was not ready to receive the new service.
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site).
SL	Customer requested a later appointment date prior to the due date.
SP	Customer requested an earlier appointment date prior to the due date. (Note: SP are not measured as Customer Missed Appointments).
__	Under Development: CLEC Not Ready.
__	Under Development: CLEC Not Ready – due to late FOC.

Company (Verizon) Missed Appointment:

CA	The cable pair from the Verizon central office to the customer premises could not be assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The Verizon business office taking the request caused the delay (misplaced the order).
CF	The assigned cable facility was bad.
CL	Not enough Verizon technicians to complete the work on a given day.
CO	Any other delay caused by Verizon not listed here (e.g., technician's truck broke down).
CS	The Verizon Central office work was not complete (line not programmed).
CE	Verizon equipment (terminal and miscellaneous).

SWO:

A code applied when the order is completed to identify the service grouping:

R	Residence service
L	Small business (2 lines or less)
V	Large business (3 lines or more)
C	Internal Verizon service
S	Special services
P	Verizon Coin services
X	Message trunk (IEC)
A	Complex business (5 lines or more)
D	Disconnect

SELLER TYPE:

A code used to identify orders for Wholesale/Resale/UNE:

1	Verizon Retail
R	Resale
A or C	UNE
P	COIN

CL_FID:

Circuit Layout identifies the type of circuit:

*	any code in this field identifies the service as a special service

Service Code Modifier (SCM):

Identifies the service grouping of a special service circuit.

ITEM	***SERVICE ORDER***	***SORD FILED***	***VALUE***
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER

Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/' after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR, SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM – FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		
QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

ENVIEW PROCESS – NOTES:

The EnView process and the resulting response times are reported for each of the following three Verizon South regions: NJ, PA-DE, and DC-MD-VA-WV. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Verizon service representative using the OSS and, for Metric PO-1-07, "Average Response Time – Rejected Query," of a CLEC representative accessing the OSS through the interface. The robot creates the log records that show whether the transaction was successful or failed, and records transaction response times.

For Metric PO-1-07 CLEC transactions, the robot sends transactions to the same interface that CLECs use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability {ADSL Loop Qualification}, and Reject Query).

Timeouts are set at 60 seconds and are an indication that a response was not received by the EnView robot prior to the 60-second timeout point. Timeouts are not included in the response time calculations. They are removed from the queue.

Log file – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the Program One server in Boston At the end of each month, they are also written to compact disks (CDs), which are stored in a Program One library.

Perl Program Files – The Program One Metrics team runs a Perl program that reads the input log files and creates a file that contains all EnView transactions during the report period 0600 through 2159 inclusive. The file is then imported into Excel and a macro is run to create pivot tables. These pivot tables provide the average response times and transaction volumes.

Excel workbook – the format for response time results. Monthly average response times are calculated in the Excel workbook.

Appendix C
Pre-Ordering
EnView Additional Details

The following transactions and response time differences will be measured and reported for Pre-Order response times:

EDI/Web GUI/CORBA Due Date Availability (DDA)
Live Wire Due Date Availability
Difference

EDI /Web GUI/CORBA Customer Address Validation (ADV)
Live Wire Customer Address Validation
Difference

EDI/Web GUI/CORBA Reserve TN (TNS)
Live Wire Reserve TN
Difference

EDI/Web GUI/CORBA Product & Service Availability (PSA)
Live Wire Product & Service Availability
Difference

EDI/Web GUI/CORBA Customer Service Record (CSR)
BOSS Customer Service Record (CSR)
Difference

EDI/Web GUI/CORBA Facility Availability (ADSL Loop Qualification) (Under development)
OSS Facility Availability (ADSL Loop Qualification) (Under development)
Difference

EDI/Web GUI/CORBA Rejected Query
OSS Rejected Query
Difference

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to Verizon for a loop hot-cut with LNP. Verizon returns an LSRC to the CLEC with the date and time for the cutover. Verizon also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC. Verizon sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID. If the CLEC uses EDI or Web GUI for LSR submission, the LSRC will be returned to the CLEC at the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, Verizon will send the LSRC back to the CLEC after Verizon issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since Verizon's internal service order process generates the LSRC and NPAC create message at the same time, Verizon's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows. The CLEC/new service provider has 18 NPAC business hours to enter its subscription from the time the Verizon subscription version is sent to the NPAC. NPAC hours are from 7 AM to 7 PM Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then its subscription will be canceled.

Upon receipt of the LSRC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when it is ready to port, send a second message to NPAC to activate LNP in real time. Verizon has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only. Then, on the date due, the CLEC will send an ACTIVATE message via SOA to NPAC when it is ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:

Prior to the due date, the Verizon Regional CLEC Co-ordination Center (RCCC) will arrange with internal Verizon personnel to have the cable pairs moved on the agreed upon due date at a specific time known as the frame due time (FDT). In addition, at least one business day prior to the due date, Verizon will install a 10 digit unconditional trigger on the Verizon line (during the porting process, Verizon's procedure is to place the 10 digit trigger on all non-DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP) of unbundled loops, the CLEC is required to have dial tone at its collocation 48 hours before the DD. The RCCC will verify dial tone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC at the specified FDT to ensure that both parties are ready. If the CLEC indicates that the port should proceed, Verizon will cut the loop and report the completion to the CLEC. Upon notification of the completion, the CLEC will send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC. However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:

Verizon will issue service orders to place the 10-digit trigger on the line at least one business day prior to the date due and to remove the end user telephone number translation from the Verizon switch at 11:59 PM on the due date. For informational purposes, the CLEC requested work completion time shall be carried on the Verizon service order. At the same time the service orders are issued, Verizon will send the LSRC to the CLEC and the create subscription version to the NPAC. The NPAC 18-hour timers will start at this point. Since no hot cut is involved, once the 10 digit trigger is added to the Verizon telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes its work by 11:59 PM on the confirmed due date. If the 10 digit trigger is not applied because the Verizon account is DID, then the FDT would govern the porting out activity and Verizon will handle in the same manner as a hot cut.

Note that triggers can be placed on all lines with OE (Office equipment). DID service require coordination between the CLEC and the RCCC at the FDT. Verizon places the 10-digit trigger on all non-DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the Verizon switch. This will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically, the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. Verizon activates the 10 digit trigger at least 1 business day prior to the porting due date; it is de-activated when the TN translations are removed from the switch. The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the Verizon service order will carry an FDT of 11:59 PM. The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete its work activities (switch translations, loop installs, NPAC activate, etc.) before the Verizon line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

For calls to 9-1-1, the E911 database identifies the street address associated with the calling telephone number and provides routing information to direct the call to the appropriate PSAP and address information for display at the PSAP.

Verizon is responsible for updating the E911 database for its own retail customers and for customers of CLECs served by resale of Verizon's local retail service. CLECs are responsible for updating the E911 database for CLEC customers that utilize UNE port arrangements and for CLEC customers provided dial tone via CLEC switching equipment.

The New Jersey E911 database is updated by means of an electronic interface. Verizon updates the E911 database on an hourly basis from the Verizon service order system. CLECs have access to the E911 database through an Electronic Document Interchange interface, utilizing a file transfer protocol. CLEC customer record inputs are processed in the same hourly cycles as Verizon service order inputs.

When Verizon or a CLEC provides updates to the E911 database, the address is compared against permissible street addresses and their associated ranges contained in the Master Street Address Guide (MSAG). The MSAG (address information) is compiled, provided and maintained by the applicable governmental entities. Thus, the MSAG is only as accurate as the information supplied by the governmental entities and only these governmental entities can authorize changes to the MSAG.

If the E911 database cannot process the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The telephone company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database making the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database providing the new customer information and identifying the new dial tone provider. Upon issuing the "migrate" order, the recipient company assumes responsibility for maintaining the accuracy of the customer's E911 record. The E911 database does not have the updated customer's information and carrier identification code until both orders are issued and processed into the E911 database. Nevertheless, the customer's E911 record remains present in the database and the customer's access to E911 service is unaffected during the porting activity. Responsibilities and procedures for updating the E911 database are described in Verizon's "CLEC Handbook" and "E911 Activation Process." Both documents are available to the public at Verizon's website.

Verizon's Procedures

As explained above, Verizon is responsible for updating the E911 database for its own retail customers and for CLECs that resell its local retail service. Verizon performs this function in a competitively neutral manner. For Verizon retail orders and Verizon resale orders, the customer's name, street address, and telephone number, are electronically downloaded from the Verizon service order and a record is created and/or updated. The new and updated records are transmitted to the E911 database hourly throughout the day. Rejected updates and their corresponding error messages are returned to the appropriate CLEC for correction and resubmission. Typical errors include mismatches on street address, such as misspellings, incorrect suffix, and street number outside of MSAG range. New street addresses and ranges must be validated by the CLEC with the appropriate governmental agency.

Repair Disposition Codes
From CLEC Handbook, Section 8.0

8.7 (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8.7.2 DISPOSITION CODES

Disposition Code Table	
Disposition Code	**Trouble was found in:**
03xx	Verizon Wire
0371	Protector
0372	Ground Wire
0373	Radio Suppressor
0381/0382	Aerial Drop Wire
0383/0384	Buried Drop Wire
0385	Block/Bridle Wire
0341	Network Interface Device
04xx	Verizon Cable Plant
040x	Pair Transferred
041x	Sheath, Case, End Cap, etc.
042x	Closure/Splice Case
043x	Terminal
044x	Fiber Optic Cable
045x	Fiber Termination
046x	Fiber Splice
047x	Pair Gain Analog
048x	Pair Gain Digital
049x	Cable Misc. (Pole, Guy, Trench, etc.)
05xx	Verizon Central Office
051x	Switch
052x	Translations (Software)
053/054x	Frame (Hardware)
055x	Power Equipment
056x	Central Office Misc. Equipment

Disposition Code Table	
Disposition Code	**Trouble was found in:**
057x	Central Office Special Services Equipment
058x	Central Office Voice Mail Service Equipment
09xx	Not Found Troubles
0901	Dispatch Out, No Access and during follow-up procedures in the Center, the customer states that trouble has disappeared
0902	Found OK by technician
0903	Found OK by customer
0931	Found OK by public telephone technician
0932	Found OK by customer
0971	Verified OK with customer
0972	Customer does not answer
0973	Traffic overload
0974	Test OK via front-end -close-out
0975	Customer Cancelled Original Report
0979	Predictor
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
0991	CO-LAN Public Packet Switched Network
0992	Public Packet Switched Network-Packet Switched
0993	Public Packet Switched Network-Group Access Bridging
0994	Equipment
0995	Found OK-In
0996	Found OK- Voice Message Service
12xx	CPE (Customer Premises Equipment)
1220	Dispatched Out on a demand dispatch/trouble proven into CPE/IDC applies.
1232	Dispatched In/trouble proven in CLEC portion of circuit/IDC applies.
1235	Demand dispatch for cooperative test IDC applies.
1239	Dispatch Out on a demand dispatch/proven into CLEC portion of circuit/IDC applies.
1239	Dispatch Out on a demand dispatch/no access to premises/CNR applies.
1296	Dispatched In/trouble not found within Verizon’s Central Office/IDC applies.

8.8.2 CAUSE CODE TABLE

The Cause Code describes the trouble's cause.

Cause Code Table	
Cause Code	**Trouble was caused by…**
1XX	Employee
2XX	Non-employee
3XX	Plant Equipment
4XX	Weather
5XX	Other
6XX	Miscellaneous
600	Unknown
610	Came Clear
698	CPE Trouble – IDC Incurred
699	CPE Trouble – Auto Generated IDC Incurred

APPENDIX G

FLOW-THROUGH ORDERING SCENARIOS

A list of orders that currently flow-through is listed on Verizon's website at **http://128.11.40.241/east/business_rules/master.htm**. A copy of the Web page as of April 14, 2000 is attached for illustrative purposes. The list of orders that flow-through is subject to change from time-to-time in accordance with applicable change control processes.

APPENDIX H

TRUNK FORECASTING GUIDE

CLECs shall comply with this Guide.

Instructions For Completing the August 1, 1999 Trunk Forecast Template
Template Designed for use in all 14 Verizon Jurisdictions

Introduction

The purpose of this interconnection trunk forecast document is to provide guidelines for the formats and language to be used in exchanges of trunk forecast information between CLECs and Verizon.

This Trunk Forecasting Guide applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This Trunk Forecasting Guide is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Forecast Scope

On a semi-annual basis (quarterly where specific contracts between Verizon and individual companies state quarterly forecasts as a requirement or where a significant change in demand occurs between forecast periods), CLECs shall provide Verizon with at least a two year detailed forecast of traffic and volume requirements for all interconnection trunking. This shall include requirements for both new growth and change in volumes. This forecast shall provide volume information on the following types of interconnection trunks:

- Local / Toll CLEC to Verizon
- Local / Toll Verizon to CLEC
- Measured 2-Way Trunking
- Wireless Interconnection Trunks
- 911 / E911
- Directory Assistance
- Operator Services
- Information Services
- IXC Access (Tandem Subtending)
- Choke
- Busy Line Verification

CLECs shall strive to provide Verizon with a high degree of accuracy. The Remarks section of the forecast template shall be used to identify high priority requirements and indicate special considerations. In the instructions and template the term "Carrier" is meant to describe a CLEC.

Please provide a completed trunk forecast to your Account Manager before August 1, 1999 and semi-annually thereafter on February 1st and August 1st except as noted above.

Trunk Forecast Template Individual Field Definitions

See Attachment #1 of Excel Spreadsheet

Header Section

1. **Carrier Name:**

   DEFINITION: This field identifies the Telecommunications Carrier issuing the trunk forecast.

   EXAMPLE: ABC Telecom

2. **Forecast Issue Date:**

   DEFINITION: This field identifies the date the Telecommunications Carrier issues the trunk forecast.

   EXAMPLE: 8/1/99

3. **Issued By:**

   DEFINITION: This field identifies the name and the title of the person issuing the forecast for the Carrier.

   USAGE: This information will be used by Verizon to contact the Carrier if additional information concerning the forecast is required.

   EXAMPLE: Jane Doe, Network Manager

4. **Reach Number:**

   DEFINITION: This field identifies the Telephone Reach Number of the Carrier employee who originated this trunk forecast. The field should contain a three-digit area code, three-digit exchange, and a four-digit line number.

   USAGE: This information will be used by Verizon to contact the Carrier if additional information concerning the forecast is required.

   EXAMPLE: 1-800-555-1212

5. **LATA:**

DEFINITION: This field indicates the LATA that the trunk group(s) forecast will serve. A separate forecast template should be prepared for each LATA for which the Carrier is providing trunk forecasts.

USAGE: This information will be used to distribute the forecasts to appropriate personnel within Verizon.

EXAMPLE: 132

Trunk Group Specific Section

6. **ACTL (Access Customer Terminal Location) / POI (Point of Interface):**

DEFINITION: This field identifies the CLLI Code of the Terminal Location / POI of the Carrier providing the IntraLATA Service. If the Carrier does not have a CLLI Code for a particular ACTL / POI, the Carrier should contact their Verizon account manager to obtain a code prior to the submission of the trunk forecast. **For new trunk groups only, an 8-character CLLI code may be used if an 11-character code is not yet available.**

USAGE: This field identifies the physical drop-off point of traffic.

EXAMPLE: GRCYNYAANMD

7. **TSC (Two Six Code) / New:**

DEFINITION: This field identifies the unique number assigned to the Trunk Group by Verizon. **For new trunk groups, indicate "New" in the field.**

USAGE: This field assures that Verizon and the Carrier are referencing the appropriate trunk group.

EXAMPLE: AQ123456

8. **BELL ATLANTIC CLLI:**

DEFINITION: This field is the eleven - (11) character CLLI (Common Language Location Identification) Code of the Verizon switch.

USAGE: The CLLI identifies the Verizon switch in unique terms.

EXAMPLE: GRCYNYCG02T

9A. **TO (Traffic Origination)**

DEFINITION: This field is used to identify the direction of traffic for each trunk group between Verizon and the Carrier.

USAGE: The following codes should be used. **Verizon** = Traffic originates with Verizon, **CL** = Traffic originates with Carrier, **2W** = Two Way Traffic (where available).

EXAMPLE: Verizon, CL, 2W

9. **DS (Direction and Type of Signaling)**

DEFINITION: This field is a two-character code that identifies the direction of traffic movement for trunk groups and the type of pulsing signals between the Verizon and Carrier location. Refer to Bellcore standard for a complete list of definitions. The following table represents the most common selections:

DS	Description
MM	Two way MF pulsing
-M	MF pulsing from Carrier to Bell Atlantic
M-	MF pulsing from Bell Atlantic to Carrier
77	Two way SS#7 pulsing
-7	SS#7 pulsing from Carrier to Bell Atlantic
7-	SS#7 pulsing from Bell Atlantic to Carrier

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: MM

10. **Carrier SWITCH CLLI:**

DEFINITION: This field is the eleven - (11) character CLLI code of the Carrier Switch.

USAGE: The CLLI identifies the Carrier switch in unique terms.

EXAMPLE: GRCYNYAADS0

11. **INTERFACE TYPE (Point of Interconnection):**

DEFINITION: This element describes the Interface Group desired for this traffic. These Groups relate to the Carrier POI Interface Groups for Switched Access Service.

Interface Type	CLEC/Verizon Point of Interconnection
DS1	DS1 Level High Speed Digital (1.544 MBPS)
DS3	DS3 Level High Speed Digital (44.736 MBPS)

USAGE: This field is required on all documents.

EXAMPLE: DS1

12. **56 KB or 64 Clear Channel:**

DEFINITION: This field defines the requirement for either 56KB or 64 clear channel on this trunk group. Note: 64 clear channel shall be provided where available.

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: 56 or 64

Trunk Forecast Section (See Attachment #2 of Excel Spreadsheet for Examples)

- **Current Year Trunk Requirements**

13. **Trunks In-Service as of Forecast Issue Date:**

DEFINITION: This field identifies the number of **DS0** trunks In Service for this trunk group as of the date of the forecast.

USAGE: This information gives Verizon the starting point for this forecast.

EXAMPLE: 192

14. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantity forecasted for each quarter of the current year. Quantities indicate end of quarter requirements. As semi-annual updates are provided, fields for past quarters should be used to indicate actual in-service amounts.

USAGE: This information will identify any changes in requirements for the current year.

EXAMPLE: 192 Trunks (Only the number of DS0 trunks required)

- **Trunk Forecast Requirements: Current Year + 1**

15. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantities forecasted for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides an indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16. **Trunk Forecast Requirements: Current Year + 2:**

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

- **Other**

17. **REMARKS:**

DEFINITION: This field is used to expand upon or clarify forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in correspondence and discussions with Verizon.

EXAMPLE: Will be establishing new POI in 1999.

APPENDIX I

COLLOCATION FORECASTING GUIDE

CLECs shall comply with this Guide.

Instructions For Completing the August 1, 1999 Collocation Forecast Template
Template Designed for use in all 14 Verizon Jurisdictions

Introduction

The purpose of this collocation forecast document is to provide guidelines for the formats and language to be used in exchanges of collocation forecast information between CLECs and Verizon.

This Collocation Forecasting Guide applies and must be complied with by CLECs for the purposes of these *Carrier-to-Carrier Guidelines*. This Collocation Forecasting Guide is in addition to, and does not cancel or terminate, any obligations that CLECs may have under interconnection agreements, tariffs or regulatory orders.

Forecast Scope

On a semi-annual basis (quarterly where specific contracts between Verizon and individual CLECs state quarterly forecasts as a requirement or where a significant change in demand occurs between forecast periods), CLECs shall provide Verizon with a two year detailed forecast of their collocation requirements. This shall include requirements for new arrangements, augments to existing arrangements, changes from previously provided forecasts, and deletions from previously provided forecasts. This forecast shall provide volume information on collocation arrangements, including the following types of collocation arrangements where these arrangements are available:

- Traditional Physical Collocation
- S.C.O.P.E.
- C.C.O.E. (cageless)
- Virtual Collocation

CLECs shall strive to provide Verizon with a high degree of accuracy in the timing, location and sizing of collocation projects. Special attention shall be paid to the information provided for Year 1.

Please provide a completed Collocation forecast to your Account Manager before August 1, 1999 and semiannually thereafter on August 1st and February 1st except as noted above.

Collocation Forecast Template Individual Field Definitions

See Attachment #1 of Excel Spreadsheet

Header Section

1. Company Name:

DEFINITION: This field identifies the Telecommunications Carrier (CLEC) issuing the collocation forecast.

USAGE: Used by Verizon to identify individual carrier forecasts.

EXAMPLE: ABC Telecom

2. Company Contact Person:

DEFINITION: This field identifies the individual at the Telecommunications Carrier responsible to submit the forecast and act as a contact person for Verizon.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is needed.

EXAMPLE: Jane Doe

3. Company Contact Person Telephone Number:

DEFINITION: This field identifies the telephone number of the contact person.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is needed.

EXAMPLE: 212-555-1234

4. Verizon Account Manager:

DEFINITION: This field is used to identify the name of the Verizon Account Manager assigned to the Telecommunications Carrier providing the forecast.

USAGE: This information will be used by the CLEC and by Verizon to insure that the forecast is forwarded to the appropriate individual in Verizon.

EXAMPLE: Tom Dreyer

5. Date of This Forecast:

DEFINITION: This field is used to identify the date on which the current forecast is being submitted.

USAGE: This information will be used by Verizon to distinguish the current view from previously provided forecasted information.

EXAMPLE: August 1, 1999

6. Date of Previous Forecast:

DEFINITION: This field is used to identify the date of the CLEC's most recently provided forecast prior to the current submission.

USAGE: This information will be used by Verizon to identify Adds, Changes and Deletions to previously forecasted information.

EXAMPLE: February 1, 1999

Collocation Specific Section

7. Request Number:

DEFINITION: This field is used to numerically identify each individual request that appears on the forecast template.

USAGE: This information will be used by Verizon to identify and refer to individual forecast requests.

EXAMPLE: 1, 2, 3, etc.

8. State:

DEFINITION: This field identifies the state for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by state.

EXAMPLE: NY

9. LATA:

DEFINITION: This field identifies the LATA for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by LATA.

EXAMPLE: 132

10. City/County

DEFINITION: This field identifies the city or county for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by city and/or county.

EXAMPLE: Manhattan

11. Central Office CLLI Code

DEFINITION: This field identifies the eight - (8) character CLLI (Common Language Location Identifier) code of the specific central office for which the forecast is being made or the eleven - (11) character CLLI code of an existing arrangement for which an augment is being forecast.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by Verizon central office.

EXAMPLES: NYCMNY42, NYCMNY42HD1

12. Quantity:

DEFINITION: This field identifies the quantity of offices the CLEC expects to apply for in a specific state, LATA, city or county when the CLEC has not yet determined the

specific central offices where it will apply for collocation. If a specific CLLI code is supplied, this field will always be one (1).

USAGE: This information will be used by Verizon to aggregate demand by state, LATA, city/county when the CLEC is unsure of the exact offices that will be applied for.

EXAMPLE: 5

13. Application Month:

DEFINITION: This field identifies the month in which the CLEC plans to submit the application for collocation. The year that the application will be submitted is the forecast year shown at the top of the template, for example "Year #1 - 1999". A separate template is required for each forecast year

USAGE: This information will be used by Verizon to sort and aggregate forecast demand data by application month

EXAMPLE: December 1999

14. Requested In-Service Month

DEFINITION: This field identifies the month in which service is required. Requested In-Service month is based upon the appropriate provisioning intervals and/or tariff provisions and is dependent on what type of collocation is being requested.

USAGE: This information will be used by Verizon to sort and aggregate demand forecast data by requested In-Service month. Note: "In Service" month refers to the point in time when the collocation project is completed, turned over to the CLEC and capable of being put into service. For Year 2, the CLEC should provide as much detailed information as possible. However, general information will be accepted for planning purposes.

EXAMPLE: April 2000

15. Type of Collocation

DEFINITION: This field identifies the type of collocation the CLEC plans to apply for.

USAGE: This information will be used by Verizon to plan collocation space.

EXAMPLE: Physical

16. New Arrangement or Augment to Existing

DEFINITION: This field identifies whether the CLEC will be requesting a new collocation arrangement or is planning to augment an existing arrangement. Augments include expansions of existing cages, additional power requirements or additional cabling (DS1, DS3's, SVGAL etc.).

USAGE: This information will be used by Verizon to account for collocation requirements in planning collocation space, power plant growth, etc.

EXAMPLE: Power Augment

17. Floor Space in Sq. Ft. (Physical only)

DEFINITION: This field identifies the amount of square footage that will be requested for new physical collocation requests or expansion requests to existing arrangements.

USAGE: This information will be used by Verizon to plan collocation space.

EXAMPLE: 100 Sq. Ft.

18. Type of Equipment

DEFINITION: This field identifies the high level description of the type of equipment the CLEC will request to have installed in the virtual collocation arrangement or will install in SCOPE and CCOE arrangements. This information may also be supplied for physical collocation requests, but is not mandatory.

USAGE: Verizon will use this information for the planning of space requirements

EXAMPLE: OC48, SLC2000

19. Forecast Update Code

DEFINITION: This field categorizes the entry based on previously forecasted information.

USAGE: Verizon will use this information to synchronize new forecast entries with previously provided forecasts and collocation applications.

Appendix I

Collocation Forecast Template Instructions – August 1, 1999

EXAMPLE: For an "Add" not previously forecasted enter "A"
For a "Change" to a previous forecast enter "C"
For a "Delete" to a previous forecast enter "D"

APPENDIX J

STATISTICAL METHODOLOGIES

Note:

This Appendix shall be revised to conform to a self-executing Incentive Plan Payment regime adopted by the Board.

Statistical Methodologies:

Verizon will use statistical methodologies as a means to determine if "Parity with Verizon Retail" exists (that is, to determine if the performance for a CLEC, or CLECs in the aggregate, is equivalent to the performance for Verizon retail customers). For performance measures where "Parity with Verizon Retail" is the standard and a statistically significant sample size exists, Verizon will use the "modified t and Z statistics" proposed by a number of CLECs in LCUG (Local Competition Users Group). For metrics where the performance is measured against an objective (absolute) standard, the "modified t and Z statistics" are not applicable. The specific formulas are detailed below:

Mean Variables:	Percent Variables:
$t = \frac{\overline{X}_{CLEC} - \overline{X}_{BA}}{\sqrt{s_{BA}^2 \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}}\right)}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA})\left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}}\right)}}$

Definitions:

Mean Variables are metrics of means or averages, such as mean time to repair, or average delay days.

Percent Variables are metrics of proportions, such as percent metrics.

$\overline{X}$ is defined as the average performance or mean of the sample
S is defined as the standard deviation
n is defined as the sample size
P is defined as the proportion (for percentages, 90% translates to a 0.90 proportion)

A Z or t score of equal to or less than –1.645 provides a 95% confidence level that the samples are different, or that they come from different distributions.

If the Z or t score is >-1.645, the performance standard of "Parity with Verizon Retail" will be deemed to have been met. If the Z or t score is <-1.645 (farther from zero than –1.645), except as otherwise provided in these Guidelines (including, but not limited to, the Glossary, Appendices and Exhibit 1) or determined by the Board, the standard of "Parity with Verizon Retail" will be deemed not to have been met.

Sample Size Requirements:

Minimum Sample Size: The minimum sample size for metrics where the standard is "Parity with Verizon Retail" is 10. When the measured sample size for either Verizon Retail or CLEC is less than 10 (Verizon Retail <10 or CLEC <10), no determination will be made as to whether the standard has been met.

Use of Standard Z or t Statistic and Permutation Methods: The minimum sample size for use of the Z or t statistic is 30. When the measured sample size for each of Verizon Retail and CLEC is 30 or more (Verizon Retail ≥ 30 and CLEC ≥ 30), the Z or t statistic will be used for metrics where "Parity with Verizon Retail" is the standard. When the measured sample size for either Verizon Retail or CLEC is from 10 to 29 (Verizon Retail 10 to 29 or CLEC 10 to 29), Verizon will do the following:

a.) If the absolute performance for the CLEC is better than the Verizon retail performance, no statistical analysis is required; the standard will be deemed to have been met.

b.) If the absolute performance for the CLEC is worse than the Verizon retail performance, Verizon will perform a permutation test to determine whether or not Verizon's performance for the CLEC was at "Parity with Verizon Retail."

Verizon Exceptions:

(1) **Clustering:**

A key assumption about the data, necessary to use statistics, is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunications services may not be independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event.

a.) **Event Driven Clustering: Cable Failure**: If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon will provide the data demonstrating that all troubles within that failure, including Verizon troubles, were resolved in an equivalent manner. Then, Verizon will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon and the remaining troubles compared according to normal statistical methodologies.

b.) **Location Driven Clustering: Facility Problems**: If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon will provide the data demonstrating that the orders were "clustered" in a single facility problem, will show that the problem was resolved in a manner equivalent to the manner in which such a problem primarily impacting Verizon retail operations would have been resolved, and will provide the provisioning performance with that data excluded. Additional location driven

clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c.) **Time Driven Clustering: Single Day Events**: If a significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occurs on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon will provide the data demonstrating the unusual amount of activity on that day. Verizon will compare that single day's performance for the CLEC to Verizon's own performance, including Verizon's processing of similar peak loads in Verizon's retail operations. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity".

(2) **CLEC Actions**:

If Verizon's performance for any measure is negatively materially impacted by commercially unusual or inappropriate CLEC behavior, Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality deficiencies, causing excessive missed appointments, inordinate incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, failing to apply X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when Verizon has missed an appointment. If such action negatively materially impacts performance, Verizon will provide appropriate detail documentation of the events to the CLEC and the Board.

Where Verizon proposes an exception, Verizon will provide applicable information, ensuring protection of customer proprietary information, to the CLEC and the Board. Such information might include individual trouble reports and orders, with analysis of Verizon and CLEC performance. For cable failures, Verizon will provide appropriate documentation detailing other troubles associated with that cable failure.

Metrics with Objective (Absolute) Standards:

Minimum Sample Size: The methodology for addressing small sample sizes for metrics with objective (absolute) standards will be determined by the Board in the financial performance incentives phase of its carrier-to-carrier service quality proceeding.

Appendix K

Holiday Schedule – Verizon East

(No staffing or limited staffing of work units)

The Verizon East holiday schedule is located on the Verizon Wholesale Web Site: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-support,FF.html. The 2001 Holiday Schedule is as follows:

Date	Holiday	DC	MD	VA	WV	PA	DE	NJ
01/01/2001	New Year's Day	Y	Y	Y	Y	Y	Y	Y
02/19/2001	President's Day	Y	Y	Y	Y	Y	Y	Y
04/13/2001	Good Friday	N	N	N	N	Y	Y	N
05/28/2001	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/2001	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/03/2001	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/08/2001	Columbus Day	N	N	N	N	N	N	Y
11/12/2001	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/22/2001	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/23/2001	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/2001	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Note: Holidays may vary based on collective bargaining agreements.

APPENDIX L

OSS INTERFACE OUT OF SERVICE TROUBLE REPORTS

A CLEC shall report an OSS interface (EDI, Web GUI, Electronic Bonding) outage by calling Verizon's Wholesale Customer Care Center. At present, the telephone number of the Help Desk is 877-946-5222.

APPENDIX M

OSS INTERFACE OUT OF SERVICE TROUBLE REPORT LOG

A CLEC may obtain a copy of the Verizon log that keeps a record of CLEC reports of interface outages by contacting Verizon's Wholesale Customer Care Center. At present, the telephone number of the Help Desk is 877-946-5222.

The log will be furnished on a computer disk. The log will exclude information identifying the CLECs that reported outages.

EXHIBIT 1

ADDITIONAL PROVISIONS

1. **Interpretation.** These Carrier-to-Carrier Guidelines (Guidelines) are intended to implement the order of the Board (In The Matter of the Establishment of Permanent Performance Measures and Standards, Docket Nos. TX98010010, TX95120631, TO96070519, TO98010035 and TO98060343 ("Order") (as amended from time-to-time), and other applicable orders of the Board. The Guidelines shall be construed and implemented so as to be consistent with and implement the Order and other applicable orders of the Board.

2. **Changes.** The Board may modify the Guidelines by Order, including, but not limited to, in order to conform the Guidelines to changes in Verizon's systems and processes.

3. **Skewed Data.** As determined by the Board, Verizon shall not be responsible for a failure to meet a performance standard, to the extent such failure was the result of: (a) a Force Majeure event; (b) a statistically invalid measurement; or, (c) Event Driven Clustering, Location Driven Clustering, Time Driven Clustering, or CLEC Actions, as described in Appendix J.

   Force Majeure events include the following: (a) events or causes beyond the reasonable control of Verizon; or, (b) unusually severe weather conditions, earthquake, fire, explosion, flood, epidemic, war, revolution, civil disturbances, acts of public enemies, any law, order, regulation, ordinance or requirement of any governmental or legal body, strikes, labor slowdowns, picketing or boycotts, unavailability of equipment, parts or repairs thereof, or any acts of God.

   If Verizon claims that it is excused under Exhibit I Section 3 from meeting a performance standard due to a Force Majeure event, Verizon will submit notice to the Board and all affected CLECs within 5 business days of the event. If any interested party wishes to dispute Verizon's claim, it must do so within thirty (30) calendar days after the monthly report is submitted to the Board, that party shall request that the Board institute an appropriate proceeding to resolve the dispute. If it is determined that no Force Majeure event existed, Verizon must pay the remedy with interest associated with the failure to meet the performance standard for that reporting period.

   If at the time of the reporting period the specified performance standard was not met, Verizon will pay the appropriate remedy into an interest bearing escrow account. If no party disputes Bell's claim of a Force Majeure event within 30 days of the monthly report, the escrowed funds revert back to Verizon.

4. Confidentiality.

(a) Verizon Information:

(1) As used in this Section (4)(a), the following terms have the meanings stated below:

(A) "Verizon Information:" (1) information contained in the report for Verizon Retail performance; (2) information contained in the report for Verizon Affiliate Aggregate performance; and, (3) any other information about or related to Verizon retail customers or Verizon Affiliates, disclosed to a CLEC in conjunction with the Guidelines.

(B) "Agent:" (1) an employee, agent, contractor or affiliate[1] of a CLEC; and, (2) an employee of an agent, contractor or affiliate of a CLEC.

(2) A CLEC may disclose Verizon Information to other persons only as follows: (1) to CLEC Agents who need to receive the Verizon Information for a use permitted by this Section 4(a); (2) to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreements, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between Verizon and the CLEC. A CLEC may use Verizon Information only for the following purposes: (1) assessment of Verizon's performance in providing service; (2) assessment of Verizon's performance in complying with these Guidelines; (3) enforcement of the CLEC's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (4) such other uses as may be required by applicable law or permitted by the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, including, but not limited to, reporting to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (5) such other uses as may be required or permitted by an agreement between Verizon and the CLEC. A CLEC's Agents shall be bound by the same restrictions on disclosure and use of Verizon Information as the CLEC is under this Section 4(a) and the CLEC shall require its Agents to comply with these restrictions.

(3) Except as otherwise expressly required by applicable law, in providing performance reports to a CLEC and otherwise performing its obligations under the Guidelines, Verizon shall not be obligated, and may decline, to disclose to a CLEC any individually identifiable information pertaining to a

[1] As used in this Section 4(a) definition of Agent," an "affiliate of a CLEC" is a person that (directly or indirectly) controls, is controlled by, or is under common control with, the CLEC.

person other than the CLEC, including, but not limited to, any other carrier customer of Verizon or any retail customer of Verizon.

(b) CLEC Information

(1) As used in this Section (4)(b), the following terms have the meanings stated below:

(A) "CLEC Information:" information disclosed by Verizon to a CLEC in a report for CLEC Specific performance for that CLEC, while such information is in a CLEC individually identifiable form.

(B) "Agent:" (1) an employee, agent, contractor or affiliate[2] of Verizon; and, (2) an employee of an agent, contractor or affiliate of Verizon.

(2) Verizon may disclose CLEC Information to other person only as follows: (1) to Verizon's Agents who need to receive the CLEC Information for a use permitted by this Section 4(b); (2) to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator, under seal or cover of a protective order or agreement, that reasonably protects the confidentiality and limits the use of the information; (3) as required by applicable law, under government seal or cover of a protective order, that reasonably protects the confidentiality and limits the use of the information; or, (4) as required or permitted by an agreement between Verizon and the CLEC. Verizon may use CLEC Information only for the following purposes: (1) performing its obligations under the Guidelines; (2) assessment of Verizon's performance in providing service; (3) assessment of Verizon's performance in complying with these Guidelines; (4) enforcement of Verizon's rights under the Guidelines, an applicable agreement or tariff, or applicable law; (5) provision of service to CLECs; (6) such other uses as may be required by applicable law or permitted by the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator including, but not limited to, reporting to the Board, the FCC, a court of competent jurisdiction, other governmental entity of competent jurisdiction, or an arbitrator or mediator; and, (7) such other uses as may be required or permitted by an agreement between Verizon and the CLEC. Verizon's Agents shall be bound by the same restrictions on disclosure and use of CLEC Information as Verizon is under this Section 4(b) and Verizon shall require its Agents to comply with these restrictions.

(c) Exceptions

[2] As used in the Section 4(b) definition of "Agent," an "affiliate of Verizon" is a person that (directly or indirectly) controls, is controlled by, or is under control with, Verizon.

The restrictions on disclosure and use of Verizon Information and CLEC Information stated in Sections 4(a) and 4(b), above shall not apply:

(1) With regard to Verizon Information, if Verizon makes the Verizon Information publicly available; and,

(2) With regard to CLEC Information, if the CLEC makes the CLEC Information publicly available.

(d) This Section 4 is intended to be in addition to and not in derogation of any applicable law protecting the confidentiality of the information of a telecommunications carrier or the customers or users of a telecommunications carrier. This Section 4 shall not be construed as permitting any disclosure or use of information otherwise prohibited by applicable law.

5. Reporting Date. Performance Measurement Reports will be distributed on the 25th day of the month following the reporting month (or, if the 25th day of the month is a Saturday, Sunday or holiday observed by Verizon, the next Verizon business day).

6. CLEC General Obligations. CLECs shall comply with all of the obligations imposed upon them by the Guidelines, including, but not limited to, the obligation to provide timely, accurate forecasts for interconnection trunks (both "CLEC to Verizon" and "Verizon to CLEC") and collocation.